

relating to a second management activity, and receive and store a second set of input data relating to the second management activity.

[0011] Preferably, the first and second stored data can be displayed concurrently. In particular, according to one embodiment, the first stored data comprises a preferred method associated with a first training activity, the second stored data comprises a preferred method associated with a second training activity, and the processor is configured to display the second stored data in a visually distinctive manner from the first stored data. According to another embodiment, the processor is configured to monitor a frequency of occurrence of an input signal that the processor uniquely associates with the selection of a preferred method, and wherein the processor is further configured to modify the display of a visual representation related to the preferred method in response to the frequency of occurrence of the input signal exceeding a predetermined threshold.

[0012] Another embodiment of the present invention provides a computer for facilitating a mentor's activities relating to a trainee's work that comprises memory, a display, an interface for inputting information, and a processor configured to initiate a session relating to a trainee. Within the session, the processor is configured to receive and store input data related to a characteristic of the trainee's work, monitor a frequency of occurrence of the characteristic, display information related to the input data, and, responsive to the frequency of occurrence of the characteristic exceeding a predetermined threshold, modify the display of the information. Preferably, the step of modifying the display of the information comprises changing at least a part of the display of the information to a different color.

[0013] Another embodiment of the present invention is a method of facilitating management activities relating to a subordinate's work by using a computer, comprising displaying a first set of stored data relating to a first management activity, receiving a first set of input data relating to the first management activity, and storing the first input data. The method further comprises displaying a second set of stored data relating to a second management activity, receiving a second set of input data relating to the second management activity, and storing the second input data. Preferably, the first and second stored data can be displayed concurrently.

[0014] Yet another embodiment of the present invention is a method of facilitating a mentor's activities relating to a trainee's work by using a computer, comprising receiving input data related to a characteristic of the trainee's, storing the input data in a memory in the computer, and monitoring a frequency of occurrence of the characteristic. The method further comprises displaying information related to the input data, and responsive to the frequency of occurrence of the characteristic exceeding a predetermined threshold, modifying the display of the information.

[0015] Yet another embodiment of the present invention provides a hand held device for facilitating user evaluation or training of a service worker who moves from place to place during the performance of services, comprising a user interface for receiving information, a data transfer device for receiving and transmitting information, an information storage device, a screen device for displaying information, and a processor coupled to the user interface, the data transfer

device, the information storage device, and the screen device. In such embodiment, the processor is configured to store on the hand held device stored data associated with a plurality of job elements and job methods to be performed by the service worker over the course of a work session, and display on the hand held device a first screen associated with a first job element, the first screen displaying a plurality of job methods associated with the first job element, each job method having a selection area displayed in association therewith. The processor is further configured to receive via the user interface of the hand held device, user input relating to the manner in which the service worker performs the job methods of the first job element, said user input comprising the selection of a job method on the first screen, and responsive to selection of the selected job method, store an indication of a level of performance by the worker of the selected method.

[0016] Yet another embodiment of the present invention is a method of facilitating user evaluation or training of a service worker who moves from place to place during the performance of services, comprising storing on a hand held computer data associated with a plurality of job elements and job methods to be performed by the service worker over the course of a work session, displaying on the hand held computer a first screen associated with a first job element, the first screen displaying a plurality of job methods associated with the first job element, receiving at a first location via a user interface of the hand held computer, first user input relating to the manner in which the service worker performs the job methods of the first job element, and storing the first user input as part of a record of worker activity. The method further comprises traveling with the service provider to a second location, displaying on the hand held computer a second screen associated with a second job element, the second screen displaying a plurality of job methods associated with the second job element, receiving at the second location via the user interface of the hand held computer, second user input relating to the manner in which the service worker performs the job methods of the second job element, and storing the second user input as part of the record of worker activity.

BRIEF DESCRIPTION OF THE SEVERAL VIEWS OF THE DRAWING(S)

[0017] Having thus described the invention in general terms, reference will now be made to the accompanying drawings, which are not necessarily drawn to scale, and wherein:

[0018] FIG. 1 is a block diagram of a system for coordinating management activities associated with a plurality of employees in accordance with an embodiment of the present invention.

[0019] FIG. 2 is a diagrammatic view showing the information transmitted between the components of the system of FIG. 1 in accordance with an embodiment of the present invention.

[0020] FIG. 3 is a state diagram that illustrates the sequence of steps for performing an on-road evaluation and training session using the PDA in accordance with an embodiment of the present invention.

[0021] FIGS. 4A-4P are a sequence of screen displays from the user's perspective showing the process of perform-